

BASE TO UNIT THREE! BASE TO UNIT THREE!
THE WATERBURY MINI TRANSIT SERVICE: 1972-1975

PREPARED BY THE

CENTRAL NAUGATUCK VALLEY
REGIONAL PLANNING AGENCY
20 EAST MAIN STREET
WATERBURY, CONN. 06702

SEPTEMBER, 1975

TRI-STATE NO. J211 PROJECT IT-09-0058

THE PREPARATION OF THIS REPORT WAS FINANCED
IN PART THROUGH GRANTS FROM THE U.S. DEPARTMENT
OF TRANSPORTATION, FEDERAL HIGHWAY ADMINISTRATION,
AND THE URBAN MASS TRANSPORTATION ADMINISTRATION,
UNDER THE URBAN MASS TRANSPORTATION ACT OF 1964,
AS AMENDED; AN URBAN PLANNING GRANT FROM THE U.S.
DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT UNDER
THE PROVISIONS OF SECTION 701 OF THE HOUSING ACT
OF 1954, AS AMENDED; BY A REGIONAL PLANNING GRANT
FROM THE DEPARTMENT OF PLANNING AND ENERGY POLICY,
STATE OF CONNECTICUT; AND BY CONTRIBUTIONS FROM
MEMBER MUNICIPALITIES OF THE CENTRAL NAUGATUCK
VALLEY REGION.

BASE TO UNIT THREE! BASE TO UNIT THREE!
THE WATERBURY MINI TRANSIT SERVICE: 1972-1975

PREPARED BY THE

CENTRAL NAUGATUCK VALLEY
REGIONAL PLANNING AGENCY
20 EAST MAIN STREET
WATERBURY, CONN. 06702

SEPTEMBER, 1975

TRI-STATE NO. J211 PROJECT IT-09-0058

THE PREPARATION OF THIS REPORT WAS FINANCED
IN PART THROUGH GRANTS FROM THE U.S. DEPARTMENT
OF TRANSPORTATION, FEDERAL HIGHWAY ADMINISTRATION,
AND THE URBAN MASS TRANSPORTATION ADMINISTRATION,
UNDER THE URBAN MASS TRANSPORTATION ACT OF 1964,
AS AMENDED; AN URBAN PLANNING GRANT FROM THE U.S.
DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT UNDER
THE PROVISIONS OF SECTION 701 OF THE HOUSING ACT
OF 1954, AS AMENDED; BY A REGIONAL PLANNING GRANT
FROM THE DEPARTMENT OF PLANNING AND ENERGY POLICY,
STATE OF CONNECTICUT; AND BY CONTRIBUTIONS FROM
MEMBER MUNICIPALITIES OF THE CENTRAL NAUGATUCK
VALLEY REGION.

TITLE: BASE TO UNIT THREE! BASE TO UNIT THREE!
THE WATERBURY MINI TRANSIT SERVICE: 1972-1975

AUTHOR: CENTRAL NAUGATUCK VALLEY REGIONAL PLANNING AGENCY

SUBJECT: A history and analysis of the Model Neighborhood Transit Service, giving a profile of the ridership, costs and benefits of the service and future alternatives for maintaining the Service.

DATE: SEPTEMBER, 1975

LOCAL PLANNING AGENCY: Central Naugatuck Valley Regional Planning Agency

SOURCE OF COPIES: All libraries of the municipalities of the Central Naugatuck Valley Region

State Library
State of Connecticut
Hartford, Connecticut

HUD Library
Washington, D.C.

Library of Congress
Washington, D.C.

HUD PROJECT NO.: CPA-CT-01-00-1034

UMTA/FHWA PROJECT NO.: Tri-State No. J211 Project No. IT-09-0058

SERIES NO.: n.a.

NUMBER OF PAGES: 41

ABSTRACT: This document contains a history of the Model Neighborhood Mini Transit Service since its inception in Waterbury during 1972. The report indicates what types of individuals travel by mini bus, their trip purposes and their patterns of travel within the city. Alternative methods of financing the service in the future are presented along with a detailed listing of the benefits of the service within Waterbury.

TABLE OF CONTENTS

THE MINI TRANSIT SERVICE		<u>PAGE</u>
I.	INTRODUCTION	1
II.	THE EMERGENCE OF MINI TRANSIT.	3
III.	TRANSFORMATION OF THE SERVICE UNDER THE CNVRPA	4
IV.	CHANGING PROFILE OF THE RIDERSHIP.	6
V.	DEMAND-RESPONSIVE VERSUS SEMI-FIXED ROUTE SERVICE.	9
VI.	COSTS OF OPERATING THE SERVICE	11
VII.	BENEFITS OF THE SERVICE.	12
VIII.	FUTURE ALTERNATIVES.	14
IX.	TABLES	20-41

THE MINI TRANSIT SERVICE

I. INTRODUCTION

The dearth of door-to-door personalized transportation in most Black and Spanish-speaking communities in America has often resulted in the emergence of illegally operated taxicabs -- often called "gypsy" cabs -- to supplement the services of state or city regulated taxi companies. This pattern has occurred time and again in many of America's large cities as Blacks and Spanish-speaking individuals have moved into central city areas and been refused the services of local cab companies.

In Waterbury, however, the special transportation needs of Blacks and Spanish-speaking persons and the elderly have been met in a different way. Rather than relying on "gypsy" cabs, the City of Waterbury took special measures to establish free transportation for the transit dependent residents of the inner city in the early 1970's as it became clear that the City's taxi and bus companies were failing to respond to the special transportation needs of the City's Black, Spanish-speaking and elderly population.

The combination of limited taxi service, a large influx of Black and Spanish-speaking persons during the 1960's, along with the presence of a disproportionately large elderly population, created a sharp demand for personalized door-to-door transportation. The demand for taxi and bus service in Waterbury was accentuated by the limited availability of automobiles among the Black and Spanish-speaking population. In 1970, 44 percent of all Black households and 40 percent of all Spanish-speaking households in Waterbury

were without an automobile. In contrast only 26 percent of all Waterbury households were without an automobile during that year.

THE MINI TRANSIT SERVICE

In Waterbury, the obvious transit dependency of the Black and Spanish-speaking population has found common ground with the special transportation needs of the elderly and handicapped. Waterbury has long had a large number of elderly individuals. Because of their age and physical condition, elderly individuals often have difficulty using normal bus service to meet their needs. Long walks to bus stops, high steps into buses and the lack of bus shelters have all too often prompted the elderly to use the generally more expensive, but more convenient, taxicab. Certainly the steep hills of Waterbury have contributed to this need for personalized service for the elderly.

Similarly, according to a study prepared by Marshall Kaplan and Gans in 1969, the Waterbury Model Neighborhood was not adequately being served by the local bus companies. According to this study, Model Neighborhood residents felt they had inadequate bus service, although an unusually low number of households owned an automobile.

Partly in response to the findings of the Marshall Kaplan and Gans study, the Community Development Action Plan (CDAP) Agency and Model Cities simultaneously undertook studies to assess the transportation needs of the Model Neighborhood. Both Agencies confirmed the need for transportation in the Model Neighborhood after conducting numerous task force meetings, inviting citizen participation and assessing the data that emerged from the Marshall Kaplan and Gans study. Based on the strong citizen support and the obvious transportation problems revealed by the Marshall Kaplan and Gans study, Waterbury in 1971 initiated

a HUD funded program to provide free transportation within the Waterbury Model Neighborhood.

II. THE EMERGENCE OF MINI TRANSIT

Model Cities Mini Transit Service thus began operation in February, 1972, after nearly a year of planning and deliberation. The long startup time was due to a series of delays related to (1) purchasing the vehicles, (2) determining and obtaining the proper insurance, (3) purchasing radio equipment and (4) obtaining Federal Communication Commission licensing for the equipment. The Service was initially sponsored by the American Red Cross office in Waterbury since the Red Cross had long had a motor service in the city and was familiar with operating a transportation service. In the early years of the Model Cities transportation service, many of the basic routines, scheduling forms, logs, etc., were based on Red Cross experience with its transportation program.

When Mini Transit (formerly called Model Cities Red Cross Transportation) began operation in February, 1972, there was a staff of six, composed of four drivers, one bilingual secretary, and the director. All of the drivers were from the Model Cities area and one spoke Spanish (which was an important consideration for the operation of the service at that time since approximately 15 percent of the riders were Spanish-speaking and language was sometimes a problem).

Initially the service was limited to the Waterbury Model Neighborhood where most of the black and Spanish-speaking population resided. However, a few

months after the Model Cities Red Cross Transportation service began operation, it expanded its service to include several other areas of the city outside

of the Model Neighborhood. One reason for the changing regulations governing Mini Transit service can be traced to the effects of urban renewal on the Model Neighborhood area of Waterbury.

II. THE EMERGENCE OF MINI TRANSIT

As relocation began in mid-1972, many residents of the Model Cities area were moved to neighborhoods further from the downtown area. Despite their departure from the Model Neighborhood area the Model Cities office in Waterbury indicated that they were still to receive free transportation because of their former residency within the Model Neighborhood area. This expanded the service somewhat but still limited it to those individuals with Model Cities ties. Nonetheless, the service sponsored by the Red Cross was quite popular and very much in demand. Between March, 1972 and May, 1974, the service carried over 1,000 passengers a month and traveled approximately 143,771 miles (see Table I). As a result of the ever increasing demand for the service occurring in the late fall of 1972 and early 1973, the initial fleet of 3 vehicles was expanded to 5 in January, 1973 and then in July and August, sixth and seventh vehicles were added.

In 1974 the American Red Cross discontinued its sponsorship of the program forcing the Model Cities office to look for a new agency willing to supervise and sponsor the program. The Central Naugatuck Valley Regional Planning Agency was chosen, and accepted sponsorship of the program, based on its prior work and expertise in the field of transportation planning. The change of sponsorship disrupted the service for the entire summer of 1974 during which time the vehicles were placed in storage and the staff was dismissed.

III. TRANSFORMATION OF THE SERVICE UNDER CNVRPA SPONSORSHIP

Initially the service was limited to the Waterbury Model Neighborhood where most of the black and Spanish-speaking population resided. However, a few months after the Model Cities Red Cross Transportation service began operation, When the CNVRPA took over the sponsorship of the service in the fall of 1974 the it expanded its service to include several other areas of the city outside service had had a 60 percent budget cut and was only operating with 3 of the

original seven vehicles. However, within a month's time additional monies were made available to run the service. The program immediately hired three drivers, increasing the number of drivers from two to five, and hired a dispatcher to assist the Administrative Assistant and Director within the office. Despite the large turnover of the staff MiNi Transit has been fortunate to retain several of its original staff from the days when it was under the sponsorship of the American Red Cross. Neal Jones, the Director of the Service and George Jaynes, the driver/mechanic, have both been with MiNi Transit since its inception in 1972. However the other drivers, Gilberto Aviles, Luz Lopez and William Frazier,* and the Administrative Assistant, Barbara Dorkins joined the staff as of the fall of 1974.

While the limited budget forced the service to be confined to Waterbury, eliminating all out of town trips, this development had the effect of improving the level of service provided within the City. The reason for this is that the service as it existed under Red Cross sponsorship required a greater number of vehicles to handle the large number of time consuming out-of-town trips to medical facilities or cultural events in other parts of the state. As many as 30 percent of the passenger miles traveled under the former service were out-of-town trips, requiring lengthy stays in other areas of the State. This tended to increase the number of miles traveled by Model Cities Transit vehicles but reduced the use of the buses for local travel.

Today the service operates with only five vehicles but there is reason to believe that these five vehicles are providing as much service to the Waterbury community as the former service provided with seven. Where the old service often provided long trips to medical facilities in other parts of the State to a few select individuals with special medical problems, the present service caters to a greater number of Waterbury residents for a broader range of trip purposes

* Waterbury Area Retired Workers Council provided this driver at no cost to the program.

including medical, shopping, educational, and social service trips. (See Table II for a monthly breakdown of trips, by trip purpose, since the CNVRPA took over as the sponsor of the service.)

Perhaps the most important change that has occurred in the operation of the service came in October, 1974 when it was indicated to the CNVRPA that HUD would allow Mini Transit to pick up outside the Model Cities area. In the past, it was understood that HUD required that approximately 90 percent of all persons using the service be Model Neighborhood residents, allowing 10 percent of the trips to be made by non-Model Neighborhood residents. However, under the Central Naugatuck Valley Regional Planning Agency's sponsorship, Model Cities stated that

"ventures outside the Model Neighborhood are permissible provided (a) they are for the purpose of determining a need (that this special group would have in common with its counterparts within the Model Neighborhood) and (b) provided that the same level of service or effort is provided to Model Neighborhood residents. Pilot or demonstration projects could be conducted for the purpose of exposing a need in the community that is not being addressed at the present time."

The effect of this administrative edict has been to broaden the area of service to the entire City. Today a greater number of non-Model Neighborhood residents and a greater number of elderly Whites are using the service than in any of the previous three years of operation.

IV. CHANGING PROFILE OF THE RIDERSHIP

As of June, 1975, approximately 35 percent of all passenger trips were made by non-Model Neighborhood residents and slightly over 44 percent of the passenger trips were made by white persons. These figures are in sharp contrast to its operation under the American Red Cross sponsorship when the service operated primarily for Model Neighborhood residents principally Blacks and Spanish-speaking persons.

During the first six months of 1973 and 1975, noticeable differences can be seen in the number of non-Model Neighborhood residents transported by MiNi Transit. In the first six months of 1973, only 13.6 percent of all MiNi Transit passengers were living outside of the Model Neighborhood whereas in the first six months of 1975 approximately 35 percent were living outside the same area. (See Table V)

Similarly noticeable differences can be seen in the number of white persons transported by MiNi Transit. In the first six months of 1973 only 23.4% of all MiNi Transit passengers were white whereas in the first six months of 1975 approximately 42% were white. One reason for the recent increase in elderly white passengers has been due to the initiation of mini bus service to all twelve elderly housing projects within the City. This service is primarily geared toward the shopping needs of the elderly -- who often live a considerable distance from any large urban supermarkets -- but it also caters to their medical and social service needs as well. In an effort to appeal to the shopping needs of the elderly in Waterbury, MiNi Transit initiated a special shopping excursion service in November, 1974, which was designed to carry groups of elderly patrons to a specified shopping market on a weekly basis. This special program has not only attracted large numbers of elderly shoppers interested in mixing a social outing with a shopping excursion but has allowed the MiNi Transit Service to develop a more permanent and stable clientele.

Another significant difference between the present service and the former one is that formerly the number of children transported by mini bus was equal to or greater than the number of elderly using the service. Under American Red Cross sponsorship, MiNi Transit served five day care centers within the city. However, today day care transportation is confined to one center serving the Model Neighborhood. As a result of a Model Cities' office request to limit day care

transportation to the one Model Neighborhood center, children under the age of five now represent a much smaller fraction of the total MiNi Transit ridership.

Part of the reason for the changing profile of the MiNi Transit patrons is directly attributable to an extensive advertising campaign undertaken in the fall of 1974.

Local television, radio, newspapers, fliers and small posters placed throughout the city were used to inform the public of the new features of the old service and the specific schedules and routes of MiNi Transit. In addition, the Director of the service, Neal Jones, arranged numerous meetings with the residents of the city's elderly housing projects to explain how the service operates and to encourage group riding among the elderly. As a result of these initial efforts, coupled with public meetings with social service organizations, the MiNi Transit Service began carrying individuals who had previously never heard of Model Cities Transportation Service. Not surprisingly, as the number of elderly white persons has increased, the total number of people transported by MiNi Transit has also increased. Since October, 1974, when the service recommenced under the CNVRPA, the number of people transported has increased over eight-fold. (See Table VI for a monthly listing of passenger trips.) As can be seen in Table VI, as of June, 1975, the service transported over 4,000 passengers a month.

Significantly the increased service provided to the entire city has not occurred at the expense of diminishing the level of service provided within the Model Neighborhood. According to MiNi Transit's 1974 contract with the City of Waterbury the "Agency will provide transportation services to the poor, the elderly and the handicapped residing principally within the Model Neighborhood..." In keeping with this commitment the MiNi Transit Service has continued to gear its services to the elderly and the low income residents of the Model Neighborhood. As can be seen from Table III approximately 30 percent of all the MiNi Transit passengers transported during the period from November, 1974 to April, 1975 were 60 or more years

of age and approximately 65 percent of the passengers were from the Model Neighborhood. In addition based on statistics for the period from November, 1974 to June, 1975 approximately 57 percent of all MiNi Transit passengers were receiving welfare assistance (See Table IV).

V. DEMAND-RESPONSIVE VERSUS SEMI-FIXED ROUTE SERVICE

As the service has expanded over the last year, the MiNi Transit staff began investigating the possibility of providing transportation through semi-fixed or fixed routes within the city. The initial assumption was that if the MiNi Transit patrons were confined to a limited number of the city's 28 Census Tracts, it might be easier to provide semi-fixed route service to most patrons with occasional deviations for handicapped individuals. However, as can be seen from Table XIV, in a typical week of 1975, only 55 percent of all MiNi Transit patrons, a total of 264 persons, started their trips in either Census Tracts 3501, 3502, 3503, or 3504 (See the Census Tract map of Waterbury). The remaining 45 percent of the patrons or 215 persons, were scattered uniformly throughout the other 24 Census Tracts of the city. Because of this broad area of service, MiNi Transit has been providing door-to-door service in order to serve all of its patrons.

Similarly, Table XIV indicates that most MiNi Transit passengers are destined for less than 9 Census Tracts within the city. Approximately 90 percent of all the passenger trips made by MiNi Transit passengers are located within 9 Census Tracts, of which three Census Tracts, (3501, 3520 and 3525), accounted for approximately 70 percent of all the trips. Despite the fact that most patrons travel to less than 9 Census Tracts, as many as 22 of the city's 28 Census Tracts were visited by MiNi Transit patrons during the month of March, 1975.

The broad areas in which MiNi Transit passengers are picked up and discharged within the city of Waterbury has required that the service be maintained as a demand-responsive one. In turn, the fact that the service is demand-responsive has required the use of two-way radio communication between the office and all five vehicles in order to schedule pickups and route the vehicles in the most efficient manner possible. Normally scheduling and routing are established prior to the beginning of each working day with only minor scheduling and routing changes made during the course of the day. However, last minute changes or passenger requests for return trips home require constant radio contact between the office and the five vehicles.

While communication is an essential aspect of a demand-responsive mini bus service, on occasions communications may be impaired because in certain areas of the city where reception is poor, drivers may have a hard time hearing instructions from the main office. On occasions when last minute change of schedules have been made or when one driver is needed to pick up an unscheduled passenger in a "dead" communication area of the city, radio contact may be lost for brief periods of time. "Base to Unit Three, Base to Unit Three --- do you read me?" is an often heard phrase in the MiNi Transit office when the office is attempting to establish radio contact with one of the drivers.*

While a two-way radio communication system reduces much unnecessary travel that might otherwise occur if each driver operated on his own, it can also be argued that radio communication increases the mileage travelled by each vehicle since each vehicle is operating more like a taxicab than like a bus. This aspect of the routing system has had certain repercussions on the cost of operating the service.

*A detailed description of the operating procedures of MiNi Transit can be found in the CNVRPA publication The MiNi Transit Operating Manual: a Profile of a Demand Responsive Transit Service.

VI. COST OF OPERATING THE SERVICE

Despite the fact that MiNi Transit's monthly budget has more than doubled from \$3,014.36 in October, 1974 to \$7,266.25 in June, 1975 (see Table VII) the average cost per passenger has not increased. This increasing cost efficiency has been directly attributable to an increase in the monthly ridership since January, 1975. Only in February when an additional staff person was hired and in April and June when expensive repair work was performed on the vehicles was there an increase in the average cost per passenger trip.

While the average cost per passenger has generally declined, the average cost per mile has been less predictable. In the first three months of operation, the average cost per mile steadily declined. However since January, 1975 when the service began expanding its ridership from month to month the number of miles

traveled by MiNi Transit vehicles began leveling off at slightly over 6,000 miles per month (see Table I). During this same time, the MiNi Transit expenses increased from \$5,151.66 in January, 1975 to \$7,266.25 in June, 1975 which had the effect of increasing the average cost per mile from \$.80 in January to \$1.12 in June (see Table VIII). Most of the recent increases in cost are directly attributable to the repair and maintenance of the five vehicles. This was particularly true in the months of April, May and June when over \$2,500 was paid for two rebuilt transmissions, two brake jobs, one rebuilt clutch and one valve job.

While vehicle repair and maintenance has been a costly problem, the greatest costs are incurred in the payment of salaries. Approximately 70 percent of the MiNi Transit's budget during the period September, 1974 to June, 1975 was directly attributable to the salaries of the Director, Administrative Assistant, Dispatcher and five Drivers. In contrast, approximately 10 percent of the budget during this same period was spent for vehicle repair and maintenance

and approximately 10 percent was spent on such consumable items as gasoline, oil and office supplies.

VII. BENEFITS OF THE SERVICE

The most important contribution made by the MiNi Transit program is that it is providing free transportation to large numbers of low income, handicapped, and transit dependent individuals in Waterbury that might otherwise not travel.

In particular the service has appealed to large numbers of elderly individuals

living on fixed incomes who are unable to afford a taxicab and find difficulty using regular bus routes to meet their needs. Because of their age, these individuals have required more convenient door-to-door service in vehicles easier to enter and exit than a regular bus.

By providing free transportation within the city, the MiNi Transit service has mobilized large numbers of individuals who might otherwise stay at home or be dependent upon a ride from a friend or relative. One clear indication of the value of the service came from a survey conducted a week after MiNi Transit returned from a two week shutdown at the end of July, 1975. When asked "How did you travel during the two weeks MiNi Transit was not in service?" 32 percent of the passengers stated that they had not traveled at all. Another 18 percent indicated that they generally had not traveled except for occasional use of a bus, friend's car or walking, while only 16 percent travelled by taxi or bus. (See Table XV)

Similarly 52 percent of the passengers said they traveled less often during the time the service was not in operation. These responses indicate a substantial dependence upon the specific transportation services provided by MiNi Transit. The fact that less than 20 percent of all the passengers utilized the services of the taxi and the local bus during the two week shutdown reinforces the unique role played by MiNi Transit.

Based on the results of the survey, MiNi Transit passengers are not only receiving a needed service but are extremely satisfied with the way in which the service is provided. 90 percent of all MiNi Transit passengers surveyed said that they were satisfied with the service. The primary feature of the service which satisfied most MiNi Transit passengers was the courtesy and friendliness of the drivers. This aspect of a transportation service may be of small consequence on a large bus or in a taxicab where the driver and the passenger share little time and space in common, but in the MiNi Transit program it plays a significant role. As many as 55 percent of all those who expressed their satisfaction with the service indicated that they liked MiNi Transit because of the character and attitude of the drivers. Common responses were that the service was good because "the driver helps you on and off the bus" or because "the driver is nice" or "the drivers are courteous". The relationship established between the passenger and the driver appears to have great meaning to many elderly patrons who otherwise would remain at home. For these people MiNi Transit is not only functioning as a transportation system but as a regular social event. Significantly two-thirds of all MiNi Transit passengers travel by MiNi Transit vehicles at least once a week and of these weekly users almost half of them travel everyday. (See Table XV) In almost all cases these patrons of the service have established personal relationships with the drivers which play a significant role in their evaluation of the service.

From the users viewpoint, another set of advantages of the service are that it is "on time" and is "convenient". 25 percent of the passengers indicated they liked the service because it is "convenient", "goes anywhere" or is "door to door". These benefits of the service not only reflect on the specific drivers working for the program but on the overall scheduling and routing procedures established by the MiNi Transit program.

While these findings indicate that MiNi Transit has been patronized because it has benefited a substantial number of transit dependent individuals, the program has been successful because of the personalities of the staff and the well-planned scheduling and routing of the vehicles.

VIII. FUTURE ALTERNATIVES

The MiNi Transit Service began operation with funds provided by the U.S. Department of Housing and Urban Development through the Waterbury Model Cities Program. This funding only lasted until June, 1975. As of July, 1975 the Model Cities funds were replaced by funds made available through the Hold Harmless Grant under Title I of the Housing and Community Development Act (HCDA) of 1974, and these will carry the program through fiscal year 1976. After 1976, the program will either be eligible for a continuation of HCDA funding or will have to resort to its own efforts to maintain the service.

Several alternatives have been considered in order to maintain the MiNi Transit service in the event federal funding is withheld. The three alternatives that appear to offer the greatest promise are (1) a membership program composed of users of the service, (2) a funding program coordinated through a group of Waterbury social service agencies that are already providing specialized forms of transportation within the city and (3) a subsidy program funded by the beneficiaries of the service (as opposed to the users of the service).

The first alternative would place the fiscal responsibility of maintaining the service in the hands of the MiNi Transit patron. Under this alternative, patrons would be required to pay an annual membership fee that would be used to finance the operations of the service. Various types of membership categories would be offered in accordance with the financial means of the patrons and his or her anticipated use of the service. Reduced membership rates would be provided for

Presently there are over a dozen mini bus services operating in the city of Waterbury those living on incomes below the poverty level while higher rates would be offered to those patrons more able to afford the services.

In order to determine the success of a membership program the MiNi Transit staff surveyed 50 of its passengers during the first week of August, 1975 asking them the following question: "Would you still travel by MiNi Transit if the service was provided at a cost of \$1.80 for each round trip?" The figure of \$1.80 was chosen because it reflects the average cost per passenger of operating the MiNi Transit services over the period in which the CNVRPA has been the sponsor. Only 22.5 percent of all the MiNi Transit patrons surveyed were willing to pay for the true cost of their transportation. Most of them felt that \$1.80 would be too expensive for their budgets and would force them to walk, ride the bus or stay at home in the future. However, when asked the same question at a price of 50 cents for each round trip, 83 percent of all those surveyed indicated they would still travel by MiNi Transit. These findings indicate that a membership program by itself would not fully support the operating and maintenance expenses of the existing service. Furthermore, it is to be expected that if patrons of the service were required to pay a membership fee to cover their annual use of the service many individuals might have a difficult time making one large payment or even twelve monthly installments.

The second alternative means of maintaining the service would place the fiscal responsibilities for maintaining the MiNi Transit program onto the major Waterbury social services already providing similar or competitive mini bus service.

Under this alternative the major Waterbury social service organizations providing some form of transportation for their clientele would make contracts with the MiNi Transit Service to serve their clients in the future.*

* For an inventory of the major mini bus services in Waterbury, see the CNVRPA publication, A Consumer's Guide to Transportation in the Central Naugatuck Valley Region.

Presently there are over a dozen mini bus services operating in the city of Waterbury but only Fish, Easter Seal rehabilitation, American Cancer Society, United Cerebral Palsy, Waterbury Association for Retarded Citizens, Community Services, and the Comprehensive Employment Training program appear to have any interest in contracting out their transportation services to another agency. Several of the seven organizations listed above have already expressed an interest in the idea of transferring monies, normally used for the transportation of their clients on their own mini buses, to the MiNi Transit Service to perform the same services. This alternative offers sizable advantages to most social service organizations operating on marginal transportation budgets and unable to afford unexpected increases in operating or maintenance costs.

While the pooling of funds among the city's social service agencies would eliminate needless duplication of services and provide for a more economical and efficient provision of transportation, the contracts made with the seven social service agencies mentioned above would only cover a portion of the MiNi Transit's overall expenses. Combined, the annual transportation budgets of these seven social service agencies was \$24,000 in fiscal year 1974-1975. In contrast, MiNi Transit's Budget for that year was \$48,508 (See Table XVI). As a result, there would still be the problem of financing the remainder of the budget and subsidizing the cost of transporting all those MiNi Transit passengers who are not clients of the seven agencies. This would mean subsidizing approximately 90 percent of the MiNi Transit ridership through some alternative solution.

In lieu of the limitations of the first two alternatives, the third alternative would place the fiscal responsibility of maintaining the service in the hands of the major businesses and organizations visited by MiNi Transit patrons. Under this system, the beneficiaries of the service, such as doctor's offices, hospitals, shopping centers, and educational centers would donate the funds necessary to operate a free transportation service for all MiNi Transit customers.

Based on an origin and destination survey conducted in March, 1975, a subsidy program could be a viable alternative since most of MiNi Transit's service is provided to less than 25 different locations within the City. (See Table IX for a detailed listing of all the destinations traveled to during the month of March, 1975) During the month of March, a typical month for MiNi Transit, passengers were transported to 116 different locations within the City. These 116 locations are as follows:

70	Medical locations
14	Shopping locations
12	Education locations
9	Social Service locations
10	Miscellaneous locations (including Courts, banks, post office, etc.)
1	The Elderly Feeding Program

116	TOTAL
-----	-------

Of these 116 locations approximately 24 of these generate more than 79 percent of all the MiNi Transit passenger trips. These 24 locations include 15 medical and 6 shopping sites, two day care centers and one major social service center. If the figures for this typical month are projected out for the year, it appears that the 15 medical centers receive 29.6 percent of all MiNi Transit passengers (See Table X). The 6 shopping centers receive 20.4 percent (See Table XI) and the two day care centers receive 24.3 percent of the service's ridership.

The fact that less than one quarter of all the destinations traveled by MiNi Transit passengers accounted for over 79 percent of the passengers trips during this typical month might make it easier to maintain the present service under funding from a limited number of organizations within the City. Since most of the patrons of MiNi Transit travel to less than 25 different locations within

the City, those organizations that might be attracted to subsidize the service could be persuaded to provide service to a minimal number of other destinations within the City as well.

In order to reinforce the value of a subsidy program provided by organizations within Waterbury, estimates have been made of the amount of revenues that MiNi Transit riders generate for the local business and medical community. Based on projections made for this typical month (March, 1975), it is estimated that MiNi Transit generates revenues of at least \$195,282 a year within the City of Waterbury. This is described in Table XII by the business sectors served by the MiNi Transit Service. As can be seen in Table XII, assuming an average food purchase of \$20 per shopper and an average doctor's fee of \$10 and \$2 for each day care visit, the MiNi Transit service generates \$96,240 for the shopping centers in Waterbury, \$87,360 for the medical community and \$10,656 for local day care centers. These estimates are rather conservative evaluations of the costs of medical service in Waterbury and may very well understate the average cost of food purchases made by MiNi Transit riders.

Tables IX and X provide detailed information on the specific shopping centers and medical centers that are receiving the bulk of the MiNi Transit ridership. Since these beneficiaries of the service receive most of the shopping and medical trips made by MiNi Transit passengers they would be the logical organizations to subsidize the service.

Since all three of the future alternative means of financing the service mentioned above have certain shortcomings a fourth alternative --- a combination of the second and third subsidy programs could be the most promising solution. By obtaining funding from both social service agencies and beneficiaries, MiNi Transit might be able to achieve the required capital to operate the existing program without

charging the users of the service. This is an important consideration since as many as 77 percent of the users of the service have indicated that they could not afford to pay the true cost of their transportation.

Before any subsidy program can be discussed with outside organizations, it must be cleared with the MiNi Transit Advisory Committee. At present, the CNVRPA has assisted the MiNi Transit Service in providing more efficient service within the City and in maintaining positive and supportive relations with the public. Similarly, the 15 member MiNi Transit Advisory Committee is responsible for voicing policy suggestions on public issues related to the operation, scheduling and uses of the service. As a result the Advisory Committee must play an important role in any future changes made in the administration of the service. This group is composed of 5 MiNi Transit Service Users, 4 members of the Model Cities Health, Welfare and Social Service Task Force, 2 from the Model Cities Employment Task Force, one member of the Model Cities Citizens Board, one Mayor's appointee and two CNVRPA appointees. (The present members of the Advisory Committee are listed in Table XIII.)

TABLE I

Miles Traveled by Model Cities Vehicles
1972 - 1975

<u>1972</u>	<u>Miles Traveled</u>	<u>1974</u>	<u>Miles Traveled</u>
March	2,889	January	6,802
April	2,954	February	5,712
May	4,432	March	5,682
June	4,549	April	5,858
July	4,105	May	7,099
August	5,420	June	No Service
September	5,420	July	No Service
October	5,494	August	No Service
November	5,781	September	No Service
December	4,556	October	1,714
		November	2,742
		December	4,489
Total	45,600		40,098
Average Month	4,560		5,012
(when in full operation)			
<u>1973</u>		<u>1975</u>	
January	6,493	January	6,440
February	5,144	February	5,495
March	891	March	6,393
April	374	April	7,162
May	3,992	May	7,011
June	7,267	June	6,489
July	7,790		
August	5,445		
September	7,201		
October	9,025		
November	7,561		
December	5,775		
Total	67,058		38,990
Average Month	6,856		6,498
(when in full operation)			

Source: Model Cities Red Cross Transportation and MiNi Transit Monthly Reports.

TABLE II

Trip Purpose and Number of Passenger Trips
by Trip Purpose: October, 1974 - June, 1975

	October*	November	December	January	February	March	April	May	June	Total	Percent
Medical	323	833	858	2,750	1,290	1,386	1,529	1,519	1,612	12,100	45.3
Shopping	96	916	639	536	1,400	846	1,036	967	864	7,300	27.3
Social Services	48	119	131	119	127	135	147	148	127	1,101	4.1
Education	1	12	56	245	500	646	744	853	847	3,904	14.6
Miscellaneous**	15	--	177	41	100	304	443	636	598	2,304	8.6
TOTAL	483	1,880	1,861	3,691	3,417	3,317	3,899	4,123	4,048	26,719	100.***

* Service started October 7, 1974

** Includes trips to Court, to downtown area, etc.

*** Percent figures have been rounded

SOURCE: Mini - Transit Monthly Reports October, 1974 to June, 1975.

TABLE III

Model Cities Transportation Summary
Demographic Data Report, Nov. 1974 - April 1975

Percent of Total	Age Range	Total	<u>SEX</u>		<u>RESIDENCY</u>		<u>RACE AND ETHNICITY</u>		
			Male	Female	R ¹	NR ²	B ³	PR ⁴	W ⁵
8%	0-4	1013	504	509	649	370	441	129	449
7%	5-14	855	426	429	506	348	347	373	407
14%	15-24	1753	681	1072	1267	481	730	247	777
15%	25-34	1839	636	1203	1177	479	690	599	785
12%	35-44	1504	694	810	895	611	634	189	680
13%	45-59	1551	710	841	1002	552	544	313	693
30%	60 & over	3690	1537	2153	2349	1400	1375	921	1719
100%	TOTAL	12,205	5188	7017	7845	4241	4761	2771	5510
	PERCENT OF TOTAL		43%	57%	65%	35%	37%	21%	42%
			(12,205)*		(12,086)*		(13,042)*		

* The discrepancy in the totals for sex, residency, and racial ethnic categories is due to the sampling size (25% of total) used and the rounding of figures within the seven age groups.

¹ RESIDENCY

³ BLACK

⁵ WHITE

² NON-RESIDENCY

⁴ PUERTO RICAN

Source: Mini Transit Monthly reports October, 1974 to June, 1975. Compiled by Tracie Baker.

TABLE IV

Number of Passengers Receiving Welfare

November, 1974 to June, 1975

Month	Persons Receiving Welfare	Persons NOT Receiving Welfare
November	160	122
December	168	212
January	466	514
February	1,477	1,938
March	2,172	1,356
April	2,084	1,112
May	2,308	1,204
June	2,020	1,724
TOTAL	10,855	8,182
PERCENT	57%	43%

SOURCE: Mini Transit Monthly Reports, November, 1974 to June, 1975

TABLE V

Comparison of Model Neighborhood and Non-Model Neighborhood
Ridership Carried in the First Six Months of 1973 and in 1975

	January to June 1973		January to June 1975	
		Percent		Percent
Model Neighborhood	12,362	86.5	12,200	65.3
Non-Model Neighborhood	1,930	13.5	6,484	34.7
Total	14,292	100.0	18,684	100.0

Source: Model Cities Red Cross Transportation, January, 1973 to June, 1973
and MiNi Transit Monthly Reports, January, 1975 to June, 1975.

TABLE VI

Number of Passenger Trips Made by MiNi Transit, 1974-1975

October, 1974	-	483
November, 1974	-	1,880
December, 1974	-	1,861
January, 1975	-	3,691
February, 1975	-	3,417
March, 1975	-	3,317
April, 1975	-	3,899
May, 1975	-	4,123
June, 1975	-	4,048
TOTAL		26,719

SOURCE: MiNi Transit Monthly Reports, October, 1974 to June, 1975.

TABLE VII

Monthly Operating Costs of MiNi Transit
Under CNVRPA Sponsorship: 1974-1975

Month	Personnel	Space	Consumable Supplies	Rental/ Lease/ Purchase of Equipment	Telephone & Electricity	Vehicle & Maintenance	Inspection & Registration	Miscellaneous	Total
September	\$ 727.72	\$ 230.00	\$ 0.	\$ 0.	\$ 139.66	\$ 3.00	\$ 0.	\$ 43.80	\$1,144.18
October	2,423.30	175.00	51.88	0.	0.	339.34	0.	24.84	3,014.36
November	2,517.47	115.00	304.40	0.	256.15	125.32	0.	488.26	3,806.60
December	2,887.82	0.	264.13	0.	91.30	49.98	0.	67.55	3,360.78
January	3,580.90	271.60	405.83	8.50	87.62	716.55	0.	80.65	5,151.65
February	3,714.42	156.60	580.18	0.	235.62	476.01	0.	122.26	5,285.09
March	3,687.30	0.	30.20	0.	120.97	46.00	0.	76.30	3,960.77
April	4,473.51	393.20	1,263.31	0.	117.05	749.83	99.00	47.52	7,143.42
May	3,786.41	156.60	616.84	295.00	124.68	941.26	0.	23.24	5,944.03
June	3,923.89	75.00	1,151.56	566.37	277.89	1,236.89	0.	35.21	7,266.81
Grand Total	31,722.74	1,573.00	4,668.33	869.87	1,450.94	4,684.18	99.00	1,009.63	46,077.69
Percent of Total	68.84	3.41	10.13	1.88	3.14	10.16	.21	2.19	100.

Source: MiNi Transit Monthly Reports; September, 1974 to June, 1975.

TABLE VIII
Average per passenger and per mile
cost of Mini Transit Service October, 1974 to June, 1975

Month	Average Cost/Mile	Average Cost/ Passenger Trip
October - 1974	\$1.44*	\$5.11*
November	1.39	2.02
December	.75	1.81
January - 1975	.80	1.40
February	.96	1.55
March	.62	1.19
April	.99	1.83
May	.85	1.44
June	1.12	1.80

* Includes only the operating cost during the period in which service was provided (starting October 7, 1974)

Source: Mini Transit Monthly Reports October, 1974 to June, 1975.

TABLE IX

Destinations of Passengers Carried by Mini Transit by Location

DESTINATION	NUMBER OF STREET	TRIP PURPOSE	NUMBER OF PASSENGERS FOR MARCH, 1975	PROJECTIONS FOR CALENDAR YEAR, 1975	REVENUES* GENERATED
Adams Street	34	Return Trip	1	12	-
A & P (Cooke St.)		Shopping	4	48	960
A & P (West Main)		Shopping	1	12	240
Baldwin St.	720	Medical	2	24	240
	1022	Medical	1	12	120
	1100	Medical	2	24	240
	1030	Medical	1	12	120
Bank St.	1106	Return Trip	4	48	-
Baldwin St.		Shopping	2	24	480
Bishop St.	34	Social Service	1	12	-
	330	Return Trip	3	36	-
(Memorial Church)		Social Service	2	24	-
Bradlees (Scott Rd.)		Shopping	2	24	480
Camp Terrace	178	Education	5	60	-
	180	Education	8	96	-
Central Ave.	29	Medical	1	12	120
	52	Medical	1	12	120
	53	Medical	14	168	1680
	54	Medical	1	12	120
	63	Medical	7	84	840
Cherry St.	132	Education	8	96	-
	216	Medical	3	36	360
Chase Ave.	475	Medical	23	276	2760
	714	Medical	31	372	3720
(Ponderosa)		Miscellaneous	22	264	-
Chase Clinic		Medical	81	972	9720
Cooke St.	21	Medical	2	24	240
	27	Medical	14	168	1680
Colonial Plaza (Bank)		Miscellaneous	1	12	-
Caldor Pharmacy		Shopping	1	12	240
Cliff St.	15	Medical	6	72	720
	21	Medical	3	36	360
	29	Medical	7	84	840
Cliff Convalescent Home		Medical	1	12	120
Day Care Centers		Education	444	5328	10656
Downtown Waterbury		Shopping	23	276	5520
Cooke St.	701	Shopping	2	24	480
Cole St.	83	Medical	6	72	720
Everybody's Market		Shopping	9	108	2160
South Elm St.	20	Education	21	252	-
	207	Medical	2	24	240
Easton Ave.	199	Return Trip	1	12	-
First Ave.	13	Medical	5	60	600
Grand Union (Wolcott Rd)		Shopping	48	576	11520
Grand St.		Social Service	4	48	-
Grandview	134	Medical	45	540	5400

DESTINATION	NUMBER OF STREET	TRIP PURPOSE	NUMBER OF PASSENGERS FOR MARCH, 1975	PROJECTIONS FOR CALENDAR YEAR, 1975	REVENUES* GENERATED
Grove St.	106 175 195	Medical Medical Medical	3 10 11	36 120 132	360 1200 1320
Hawkins St.	27	Return Trip	1	12	-
Highland Ave.	561	Medical	14	168	1680
Howland Hughes		Shopping	2	24	480
Holmes St.	58	Medical	1	12	120
Kaynor	155	Miscellaneous	1	12	-
Kaynor Dr.		Miscellaneous	1	12	-
Kellog	58	Medical	3	36	360
Linden St.	50	Miscellaneous	1	12	-
Kearny Dr.	64	Return Trip	10	120	-
Lakeside Blvd.	72	Medical	3	36	360
Linden St.	26	Miscellaneous	3	36	-
	79	Social Service	8	96	-
	72	Medical	2	24	240
Mattatuck College		Education	4	48	-
Medical Building		Medical	3	36	360
Methadone Clinic		Medical	30	360	3600
Meriden Road	450	Medical	3	36	360
	335	Medical	1	12	120
	1132	Medical	6	72	720
	1236	Medical	1	12	120
Naugatuck Valley Mall		Shopping	13	156	3120
West Main Street	30	Medical	13	156	1560
	81	Miscellaneous	1	12	-
	1211	Medical	14	168	1680
	1389	Medical	50	600	6000
	111	Medical	6	72	720
East Main St.	20	Medical	10	120	1200
	317	Miscellaneous	15	180	-
	168	Return Trip	1	12	-
	1660	Return Trip	1	12	-
North Main St.	95	Medical	1	12	120
	171	Medical	3	36	360
	175	Medical	2	24	240
	1751	Education	6	72	-
	371	Medical	3	36	360
	2428	Miscellaneous (Beauty Parlor)	5	60	480
Pathmark		Shopping	8	96	1920
Pine St.	52	Medical	1	12	120
	342	Return Trip	19	228	-
Project Promesa (Baldwin St)		Social Service	1	12	-
Post Office (Grand St.)		Miscellaneous	1	12	-
Plaza Ave.	71	Medical	8	96	960
	128	Return Trip	22	264	-
Prospect	46	Medical	1	12	120
	34	Medical	2	24	240
	80 (YWCA)	Medical	4	48	480
	82	Social Service	1	12	-
	129	Medical	5	60	600
	150	Medical	2	24	240

DESTINATION	NUMBER OF STREET	TRIP PURPOSE	NUMBER OF PASSENGERS FOR MARCH, 1975	PROJECTIONS FOR CALENDAR YEAR, 1975	REVENUES* GENERATED
Plank Rd.		Medical	3	36	360
	636	Medical	3	36	360
Psychiatric Clinic		Medical	13	156	1560
P&J Barber Shop (South Main)		Social Service	1	12	-
River St.	165	Education	5	60	-
St. Mary's		Medical	84	1008	10080
St. John's		Feeding Program	91	1092	546
Stay Well Health		Medical	1	12	120
Second Ave.	3	Medical	3	36	360
	10	Medical	13	156	1560
Stop & Shop (Scott Rd.)		Shopping	56	672	13440
Stop & Shop (Chase Ave.)		Shopping	230	2760	55200
South End (Feeding Program)		Return Trip	106	1272	-
Thompkins St.	22	Medical	64	768	7680
Waterbury Hospital		Medical	53	636	6360
Waterville St.	375	Medical	1	12	120
Watertown Ave.	578	Medical	3	36	360
Wallace Middle School		Education	1	12	-
Walnut St.	260	Education	1	12	-
	304	Return Trip	2	24	-
	251	Return Trip	20	240	-
	16	Education	20	240	-
Welton St.	36	Social Service	6	72	-
	39	Return Trip	1	12	-
Waterbury Health Center		Medical	1	12	120
Wood	93	Education	8	96	-
Wooster Ave.	24	Medical	3	36	360
Willow St.	86	Medical	2	24	240
	89	Medical	4	48	480
	493	Medical	1	12	120
	495	Medical	1	12	120
Woodlawn Terrace	212	Return Trip	1	12	-
Wolcott St.	541	Return Trip	2	24	-
Total 116 locations			1,826	21,912	195,282

* These tables assume the following MiNi Transit user expenditures:

Average Cost of a Medical Visit = \$10

Average Value of Purchases made on shopping trips = \$20

Average Cost of a meal at Feeding Program = \$.50

Average Cost of a visit to Beauty Parlor = \$8

Average Cost of Day Care Program per day = \$2

Source: Daily Schedule Sheets of MiNi Transit, March 1 to March 31, 1975.

TABLE X
Major Beneficiaries of MiNi Transit Service
within the Medical Community

Medical Centers	Passengers Per Year*	Revenues Generated Per Location	% of total Medical Revenues	% of all MiNi Transit Generated Revenues
1. St. Mary's Hosp.	1080	10,080	11.5	5.2
2. Chase Clinic	972	9,720	11.1	5.0
3. Easter Seals Rehabilitation	768	7,680	8.8	3.9
4. Waterbury Hosp.	636	6,360	7.3	3.2
5. 1389 West Main St.	600	6,000	6.9	3.1
6. 134 Grandview	540	5,400	6.2	2.8
7. 714 Chase Ave.	372	3,720	4.2	1.9
8. Methadone Clinic	360	3,600	4.1	1.8
9. 475 Chase Ave.	276	2,760	3.1	1.4
10. 53 Central Ave.	168	1,680	1.9	0.9
11. 27 Cooke St.	168	1,680	1.9	0.9
12. 561 Highland Ave.	168	1,680	1.9	0.9
13. 30 West Main	156	1,560	1.8	0.8
14. 10 Second Ave.	156	1,560	1.8	0.8
15. Psychiatric Clinic	156	1,560	1.8	0.8
TOTAL	6,576	65,760	74.3	33.4

PERCENT OF
TOTAL MINI TRANSIT
RIDERSHIP

29.9%

* Based upon a projection from figures developed from MiNi Transit
daily route sheet for the month of March, 1975.

Source: Central Naugatuck Valley Regional Planning Agency, April, 1975,
based on MiNi Transit's daily schedule sheets.

TABLE XI

Major Beneficiaries of Mini Transit Service
within the Shopping Sector

Shopping Centers	Passengers Per Year	Revenues Generated per Location	Percent of total shopping Revenues	Percent of all Mini Transit Generated Revenues
1. Stop & Shop (Chase Ave.)	2,760	55,200	57.4	28.3
2. Stop & Shop (Scott Road)	672	13,440	14.0	6.9
3. Grand Union	576	11,520	12.0	5.9
4. Downtown Wtby.	276	5,520	5.7	2.8
5. Naugatuck Valley Mall	156	3,120	3.2	1.6
6. A & P (Cooke St.)	48	960	1.0	0.5
TOTAL	4,488	89,760	93.3%	46.0%
PERCENT OF TOTAL MINI TRANSIT RIDERSHIP	20.4%	-----	-----	-----

Source: Central Naugatuck Valley Regional Planning Agency, April, 1975.

TABLE XII

Estimated Revenues* Generated by the MiNi Transit Service Within
The City of Waterbury During Calendar Year 1975

Number of Locations	Beneficiaries	Passengers per Year	Revenues Generated	Percent of Total Revenues
1	The Elderly Feeding Program	1092	\$ 546	0.3%
9	Educational Centers	1044	0	0
1	Local Beauty Parlors	60	480	0.2%
14	Shopping Centers	4812	96,240	49.3%
71	Medical Centers	8736	87,360	44.7%
9	Social Service Centers	288	0	0
2	Day Care Centers	5328	10,656	5.4%
10	Miscellaneous	612	0	0
116	Total	21,972	\$195,282	100.0%

* These tables assume the following MiNi Transit user expenditures:

Average Cost of a medical visit = \$10

Average Value of Purchases made on shopping trips = \$20

Average Cost of a meal at Feeding Program = \$.50

Average Cost of a visit to Beauty Parlor = \$8

Average Cost of Day Care Program per day = \$2

Source: Central Naugatuck Valley Regional Planning Agency, April, 1975.

TABLE XIII

Advisory Committee

Mini Transit Service Users

Adelaide Quetell
1813 North Main Street
Waterbury, CT 06704
Home - 573-9535
Work - 755-5406

Mrs. Belle Gotler
80 Glenbrook Ave.
Waterbury, CT 06705
Home - 755-9034

Mrs. Rae D'Amelio
45 Savings Street
Waterbury, CT 06702
Home - 755-3048

Mrs. Mary Yates
330 Bishop Street
Waterbury, CT 06704
Home - 757-2879

Ms. Yvonne Iverson
233 Orange Street
Waterbury, CT 06704

Health, Welfare, & Social Service Task Force

Eliza Williams
P.O. Box 5164
Waterbury, CT 06704
Work - 756-7965

Ms. Myrtle Greene
224 Walnut Street
Waterbury, CT 06704

Mrs. Recie Goldson
227 Walnut Street
Waterbury, CT 06704
Home - 756-7636

Employment Task Force

Julio Rivera
c/o Stacy Well Health Center
216 Cherry Street
Waterbury, CT 06704

Miguel Cuevas
4 Dikeman Street
Waterbury, CT 06704

Model Cities Citizens Board

Booker T. Paris
16 Willard Street
Waterbury, CT 06704
Work - 756-9494

Mayor's Appointees

Sheriff Frank Sasso
c/o City Hall
236 Grand Street
Waterbury, CT 06702
Home - 754-0822
Work - 756-9494

R.P.A. Appointees

Sherwood Rowland
Martin & Rowland Inc.
70 Bank Street
Waterbury, CT 06702
Home - 753-8656
Work - 756-3676

William Valletta, Jr.
35 Woodcrest Avenue
Wolcott, CT 06716
Home - 879-0394

TABLE XIV

Origin and Destination Survey of Mini Transit Passenger Trips by Census Tract for the Week of March 3-7, 1975

Origin (by Census Tract)	Destination (by Census Tract)														
	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15
3501	28	-	2	8	16	2	1	4	1	-	-	1	-	3	1
3502	31	-	4	11	-	-	-	-	-	-	-	-	-	1	-
3503	28	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3504	25	-	-	-	-	1	3	-	-	-	-	-	-	-	-
3505	9	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3506	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-
3507	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3508	7	-	-	2	-	-	-	-	-	-	-	-	-	-	-
3509	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3510	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3511	6	-	-	-	-	-	2	1	-	-	8	-	-	-	-
3512	9	-	-	-	-	1	-	-	-	-	-	-	1	-	-
3513	6	-	-	-	-	-	-	-	-	-	-	-	-	1	-
3514	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3515	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-
3516	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3517	4	-	-	1	-	-	-	-	-	-	-	-	-	-	-
3518	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
3519	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3520	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-
3521	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3522	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3523	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3524	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3525	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3526	3	-	-	-	-	-	3	-	-	-	-	-	-	-	-
3527	5	-	-	-	-	-	-	1	-	-	-	-	-	-	-
3528	10	13	18	10	30	37	33	33	34	32	36	31	38	30	35
Total	202	2	6	23	17	4	11	7	1	-	8	1	1	4	1
Percent of Total	42.17	.42	1.25	4.80	3.55	.83	2.30	1.46	.21	-	1.67	.21	.21	.84	.21

Destination (by Census Tract)

Origin (by Census Tract)	16	17	18	19	20	21	22	23	24	25	26	27	28	Total Origin	Percent of Total
3501	-	2	1	-	8	-	-	-	-	24	-	5	3	110	22.96
3502	-	-	2	-	6	-	-	-	-	9	-	-	-	63	13.15
3503	1	-	10	-	1	-	-	-	-	5	-	-	-	45	9.39
3504	-	-	8	-	4	-	-	-	-	1	-	-	4	46	9.60
3505	-	-	2	-	1	-	-	-	-	-	-	-	-	12	2.50
3506	-	1	-	-	1	-	-	-	-	-	-	-	-	4	.83
3507	-	-	1	-	-	-	-	-	-	-	-	-	-	7	1.46
3508	-	-	2	-	1	-	-	-	-	-	-	-	-	12	2.50
3509	-	-	-	-	-	-	-	-	-	-	-	-	-	6	1.25
3510	-	-	-	-	1	-	-	-	-	-	-	-	-	6	1.25
3511	-	-	3	-	-	-	-	-	-	13	-	-	-	33	6.89
3512	2	-	3	-	4	-	-	-	-	-	-	-	-	20	4.17
3513	-	-	-	-	-	-	-	-	-	6	-	-	-	13	2.71
3514	-	-	1	-	1	-	-	-	-	-	-	-	1	9	1.88
3515	-	-	-	-	4	-	-	-	-	-	-	-	-	8	1.67
3516	-	-	-	-	-	-	-	-	-	-	-	-	-	3	.63
3517	-	-	2	-	1	-	-	-	-	8	-	-	-	16	3.34
3518	-	-	-	-	3	-	-	-	-	14	-	1	-	19	3.97
3519	-	-	-	-	-	-	-	-	-	-	-	-	-	0	0
3520	1	-	-	-	-	-	-	-	-	-	-	-	-	3	.63
3521	-	-	1	-	-	-	-	-	-	-	-	-	-	1	.21
3522	-	-	-	-	-	-	-	-	-	-	-	-	-	0	0
3523	-	-	-	-	-	-	-	-	-	-	-	-	-	6	1.25
3524	-	-	-	-	-	-	-	-	-	-	-	-	-	0	0
3525	-	-	-	-	-	-	-	-	-	-	-	-	-	7	1.46
3526	-	-	2	-	-	-	-	-	-	9	-	-	-	17	3.55
3527	-	-	2	-	1	-	-	-	-	-	-	2	-	11	2.30
3528	-	-	-	-	-	-	-	-	-	-	-	1	1	2	.42
Total	4	3	40	-	37	-	-	-	-	89	-	9	9	479	99.97
Percent of Total	.84	.63	8.35	-	7.72	-	-	-	-	18.58	-	1.88	1.88		

Source: Daily schedule sheets of Mini Transit, March 13-7, 1975, compiled by Tracie Baker.

TABLE XV

Age	Under 25	3 (6%)	25 to 40	9 (18%)	41 to 59	10 (20%)
Sex	Male	7 (14%)	Female	43 (86%)	60+	28 (58%)
Race	Black	15 (30%)	White	33 (66%)	Spanish Speaking	2 (4%)

1. How did you travel during the two weeks Mini Transit was not in service?

	#No. of Responses	% of Total Responses
1. State Welfare	1	2%
2. Taxi	2	4%
3. Bus	2	4%
4. Combination of Bus and Friend's Car	2	4%
5. Combination of Taxi and Friend's Car	1	2%
6. Friend's Car	9	18%
7. Walked	3	6%
8. Drove	0	0%
9. Fish *	2	4%
10. Easter Seals	2	4%
11. NOW Medical Trip	1	2%
12. Didn't Travel	16	32%
13. Generally didn't travel except bus	1	2%
for occasional use of:		
Friend's Car	6	12%
Walking	2	4%
	50	100%

2. Did you travel less often during the time the service was not in operation?

Yes 26 (52%) No 24 (48%)

3. What form of transportation do you use on weekends or during the evening when Mini Transit does not operate?

	#No. of Responses	% of Total Responses
1. Hitchhike	1	2%
2. Taxi	2	4%
3. Bus	0	0%
4. Friend's Car	6	12%
5. Combination of Friend's Car & Walked	1	2%
6. Walk	2	4%
7. Drive	1	2%
8. Don't Travel	29	58%
9. Generally don't travel except bus	1	2%
for occasional use of:		
Friend's Car	3	6%
Walking	4	8%
	50	100%

4. Would you use Mini Transit Service if it were made available in the evenings?

Yes 37 (74%) No 13 (26%)

If yes, for what purpose?	Medical	- 10
	Social	- 5
	Shopping	- 7
	Cultural	- 5
	Recreational	- 3
	Religious	- 2
	Misc. (Meals)	- 1
	Total	33

* Fish is a private religious organization providing free transportation for medical treatment.

5. Would you use MiNi Transit service if it were made available on weekends?

yes 39 (77.5%) no 11 (22.5%)

If yes, for what purposes?

Medical	8
Social	6
Shopping	5
Cultural	3
Recreational	3
Religious	10
Misc. Hairdressers	1
Total	36

6. How long have you been using the MiNi Transit Service?

1. 1st day - 1	9. 7 months - 2	48% New
2. 3 weeks - 1	10. 8 months - 2	MiNi Transit
3. 1 month - 0	11. 9 months - 1	Customers
4. 2 months - 4	12. 10 months - 3	
5. 3 months - 1	13. 11 months - 0	
6. 4 months - 3	14. 12 months - 7	52% Old
7. 5 months - 2	15. 1 to 2 years - 8	Model Cities
8. 6 months - 2	16. 2 years or more - 11	Customers

7. How often do you travel by MiNi Transit?

1/week	- 6 (12.8%)
2/week	- 3 (17.0%)
3/week	- 2 (4.3%)
4/week	- 2 (4.3%)
5/week	- 13 (27.7%)
1 to 2/month	- 14 (29.8%)
3/month	- 1 (2.1%)
6/month	- 1 (2.1%)

66% travel at least once per week

34% travel twice a month or less frequently

8. Are you satisfied with the present service? yes 41 (89.1%) no 5 (10.9%)

a. If yes, why?

Shopping Trips	2	40 Respondents
Pleasant	1	
Courteous	8	53 Responses
Always on Time	10	
Door to Door	2	
Bus and Cab Late	1	
Great (Nice) Driver	11	
Driver Helps On and Off Bus	1	
Good Service for People Without Car	3	
Good for Elderly or for Sick	1	
Nothing in Particular	1	
Bus is Expensive	1	
Goes Everywhere	1	

8. Continued

TABLE XVI

Summary of Responses:

Quicker Than Cab	1	On Time	10 (25%)
Convenience	6	Character of Driver	22 (55%)
Couldn't Travel Otherwise	1	Compared to Cab & Bus	3 (7.5%)
Driver's Wait (for Passenger)	1	No Auto	3 (7.5%)
No Answer	1	Convenience	9 (22.5%)
		Shopping Trips	2 (5.0%)
		Good for Elderly and Sick	1 (2.5%)
		Couldn't Travel Otherwise	1 (2.5%)

b. If no, why?

Not punctual enough	3
No night or weekend Service	2

9. Would you still travel by Mini Transit if the service was provided at a cost of \$1.80 for each round trip?

yes 11 (22.5%) no 35 (71.5%)

3 Don't Know (6.1%)

10. If 50 cents for each round trip?

yes 40 (83%) no 6 (12.5%)

2 Don't Know (4.2%)

TABLE XVI

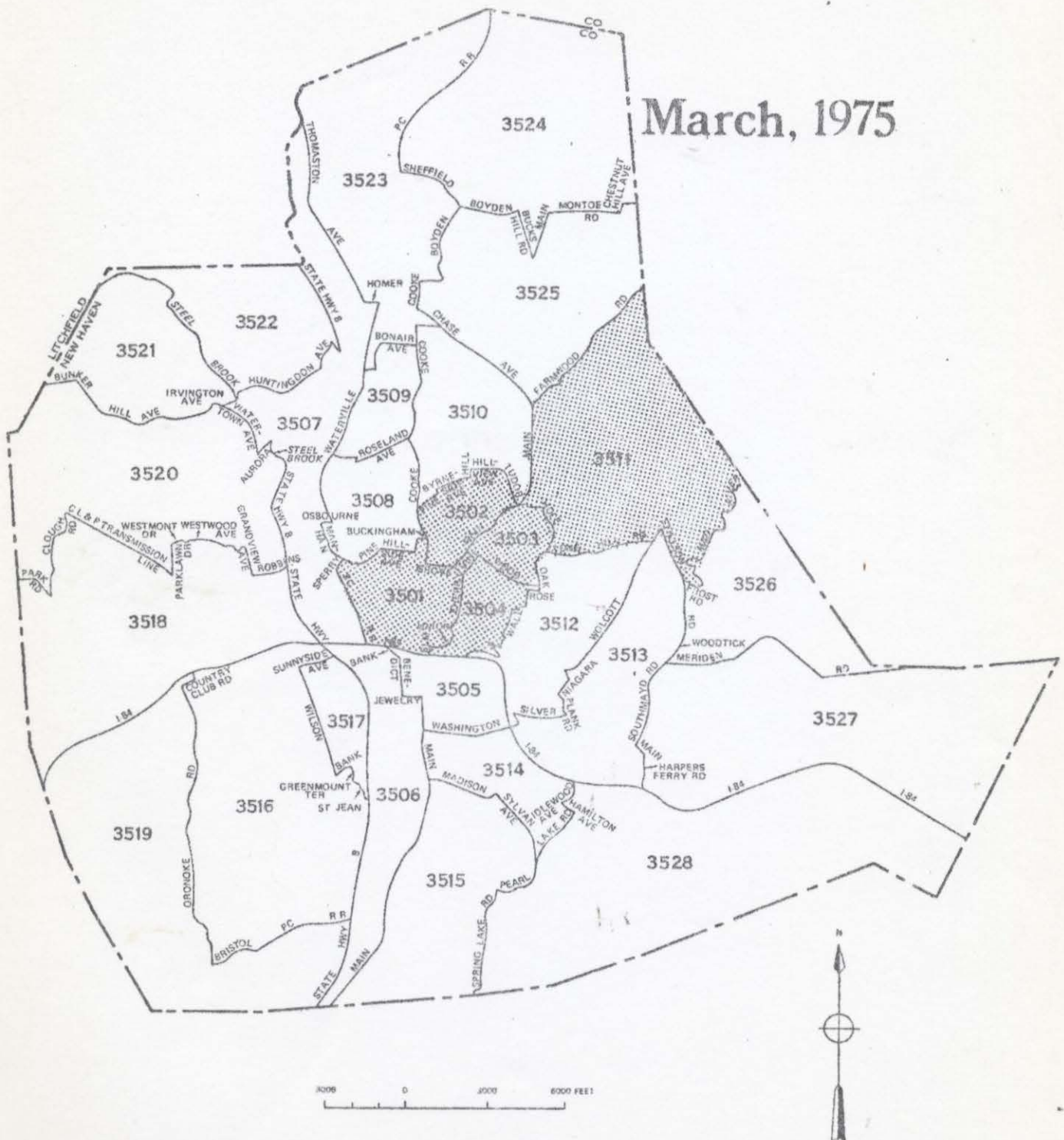
Continued 8.

Mini Transit Budget	
August 15, 1974 to June 30, 1975	
Personnel	\$35,265
Space	\$ 1,460
Consumable Supplies	\$ 4,820
Rental Lease Purchase of Equipment	\$1,200
Other - Telephone	\$ 1,040
Insurance & Vehicle Registration	\$ 1,045
Vehicle Maintenance	\$3,168
Miscellaneous expenses	\$ 510
TOTAL	\$48,508

Source: Mini Transit Contract, August 15, 1974.

CENSUS TRACTS IN WATERBURY, CONN. Origin of Trips

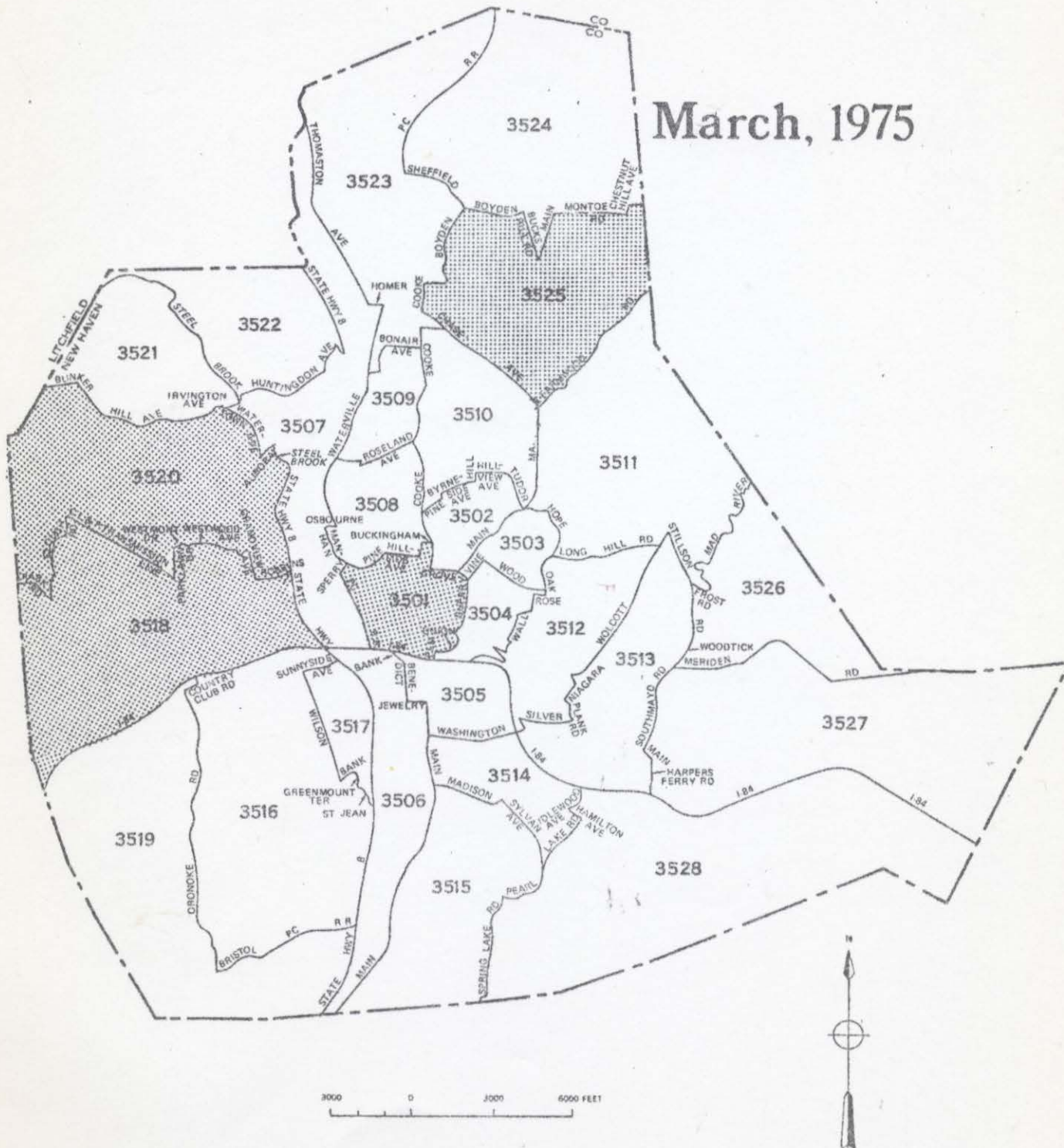
62 PERCENT OF ALL MINI TRANSIT TRIPS START IN THE SHADED CENSUS TRACTS



1970 Census of Population and Housing
CENSUS TRACTS
WATERBURY, CONN.

Destination of Trips

March, 1975



43

